

Association of Directors of Social Services (ADSS) Cymru

Assessing the readiness of Social Services departments to implement Copilot into Adult Social Care

Copilot Live Demonstration

26th November 2024

Setting the strategic direction:

- The national digital strategy for social care emphasises the importance of leveraging technology to enhance the quality and efficiency of care services.
- This involves integrating digital solutions into the social care system to improve service delivery, support care providers, and empower those receiving care.
- This project is integral to this national vision, implementing technologies such as AI to streamline operations, improve decision-making, and deliver personalised care.
- The Social Care Engine Room oversees the progress and implementation of digital and AI projects within the social care sector, ensuring alignment with broader goals and adjacent projects to enhance care outcomes.
- The Digital Advisory Group (DAG) supports this by providing expert guidance and strategic direction, making sure
 that projects are technically sound and well-integrated into existing infrastructure.
- Some Local Authorities have already started this process and have expressed an interest in sharing their experiences with others.

 ADSS Cymru

Scope of the Project

To assess the **digital and workforce** readiness of Social Services Teams of 22 local authorities in Wales to implement Microsoft Copilot to support the delivery of statutory care assessment and care management processes within Adult Social Work Teams. Therefore, this project will focus on three functions:

- Information, advice and assistance provided through a first point of contact
- The assessment of need and care planning
- The review of care and support assessments.



Project Team

- Nicki Harrison, Project Manager, ADSSC
- Glenda George, Workforce Lead, ADSSC
- Hannah Thomas, Project Team Member, ADSSC
- Ainsley Bladon, Project Team Member, ADSSC
- Tina Mathias, Project Support, ADSSC
- Ryan Lewis, Chief Technical Officer, Stable
- Matt Munslow, Chief Learning Officer, Stable



Assessing Workforce Readiness

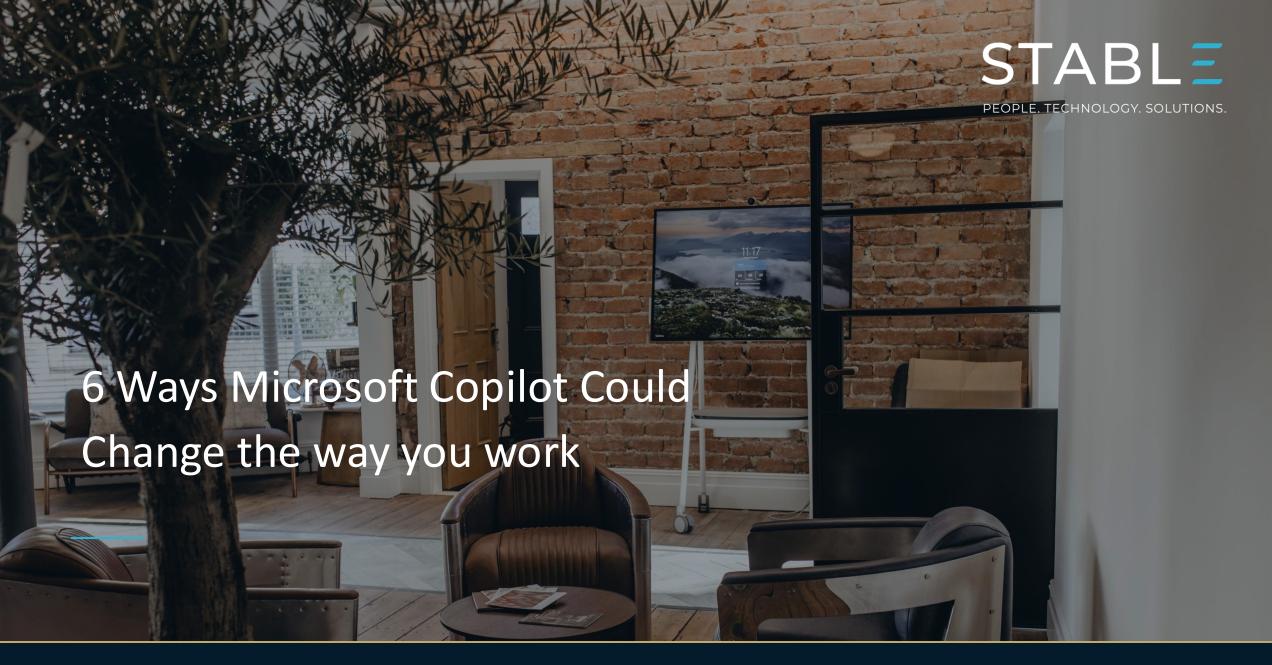
Launched on 30th October 2024 – engaged a number of key stakeholders

- Copilot Live Demonstration" 26th November 2024
- Establish a Champions Network will run the duration of the Project
- Recruit Regional Champions who will represents their local authorities
- Facilitate additional **focused groups** for frontline staff, practitioners and managers
- Focused interviews with the 22 Local Authorities around workforce readiness





Copilot Live Demonstration





Matt Munslow

Chief Learning Officer

Stable

Pontcanna, Cardiff







Microsoft Copilot for Social Services in Wales



Report produced by Stable Ryan Lewis

Caveats

- We're experimenting
- We're not replacing humans
- Your organisations data is private
- Today's data is fabricated

Scenario: Case Review



Scenario: Case Review

Andy Smith

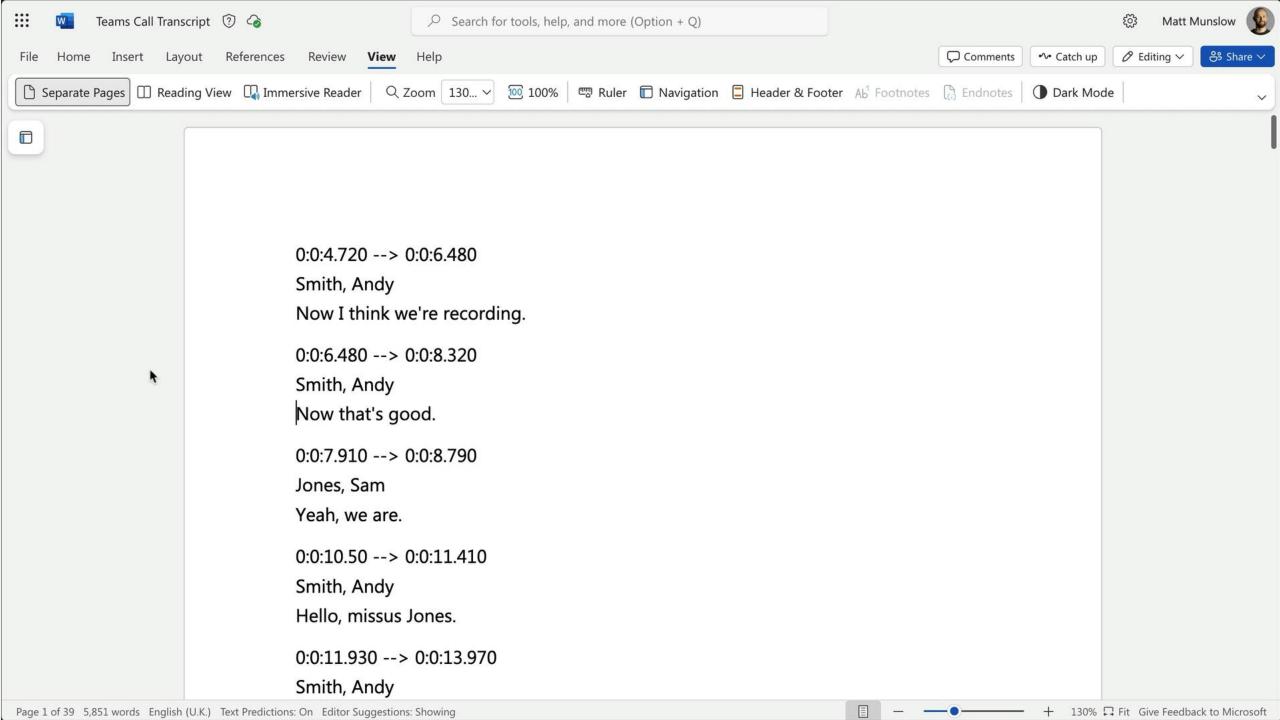
- Social Care Professional
- Vale of Glamorgan Council

Sam Jones

- Social Care beneficiary
- Having difficulties after a fall

Transcript

- A recorded conversation between a social care worker and their client.
- A good source of information for Copilot to draw conclusions from.



Use Cases

1. Summaries

4. Assessments

2. Sentiment

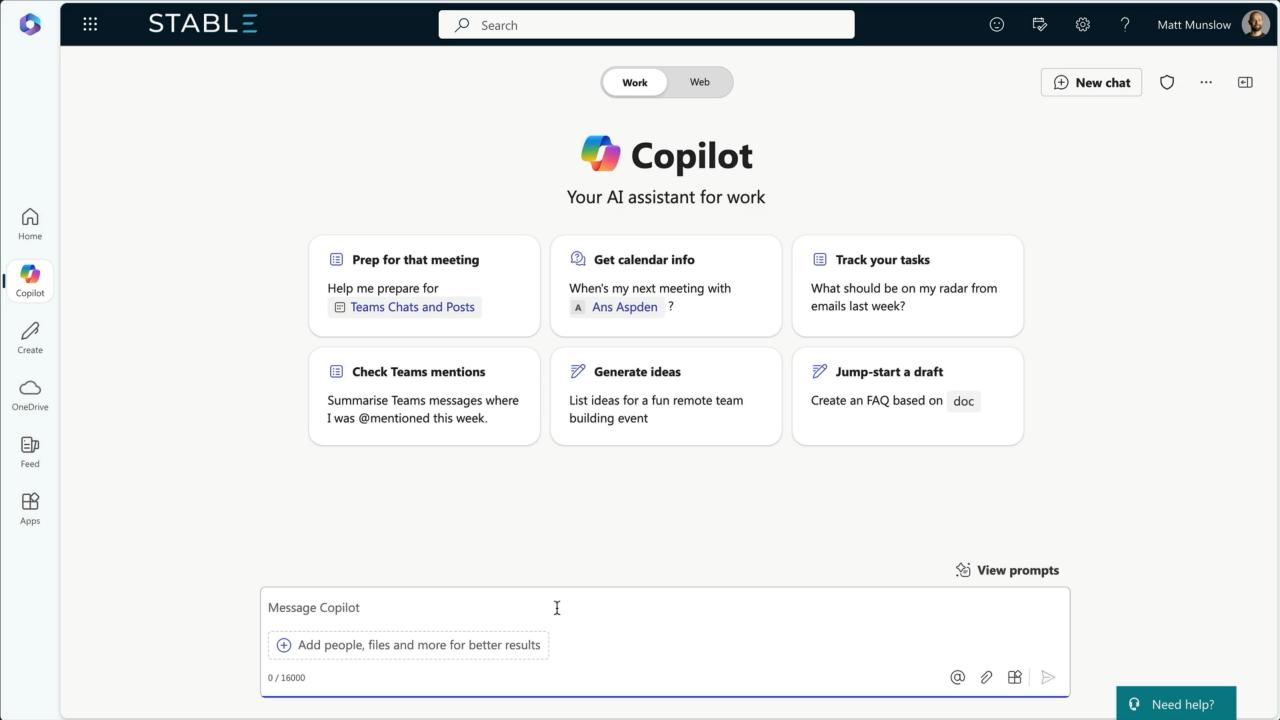
5. Redacting

3. References

6. Translating

1. Summaries





Can you summarise this transcript for me? Teams Call Transcript.docx

Sure, Matt! Here is a summary of the Teams Call Transcript:

The call was between Andy Smith and Sam Jones. Andy, a social worker from the Vale of Glamorgan Council, initiated the conversation by confirming the recording and introducing himself. He explained his role and the purpose of the call, which was to discuss Sam's recent fall at home and the difficulties she has been

experiencing 1.

1 Teams Call Transcript

Word Matt Munslow modified on 09/10/2024

List key points

Who contributed?

Ask about this

ation, and she mentioned that she lives alone since her husband passed veekends but feels isolated during the week. Sam expressed concerns nd difficulty in performing daily activities such as going upstairs, using the

erapist and an occupational therapist to help Sam with exercises, home to improve her safety and confidence. He also mentioned the or emergencies 1.

Sam appreciated the suggestions but expressed hesitation about joining social groups due to her discomfort with meeting strangers. Andy offered to look into local groups and discuss the options with Sam's daughter 1

Can you provide more details about the suggestions Andy made for Sam?

What were Sam's specific concerns about joining social groups?

Can you summarize the next steps Andy promised to take?

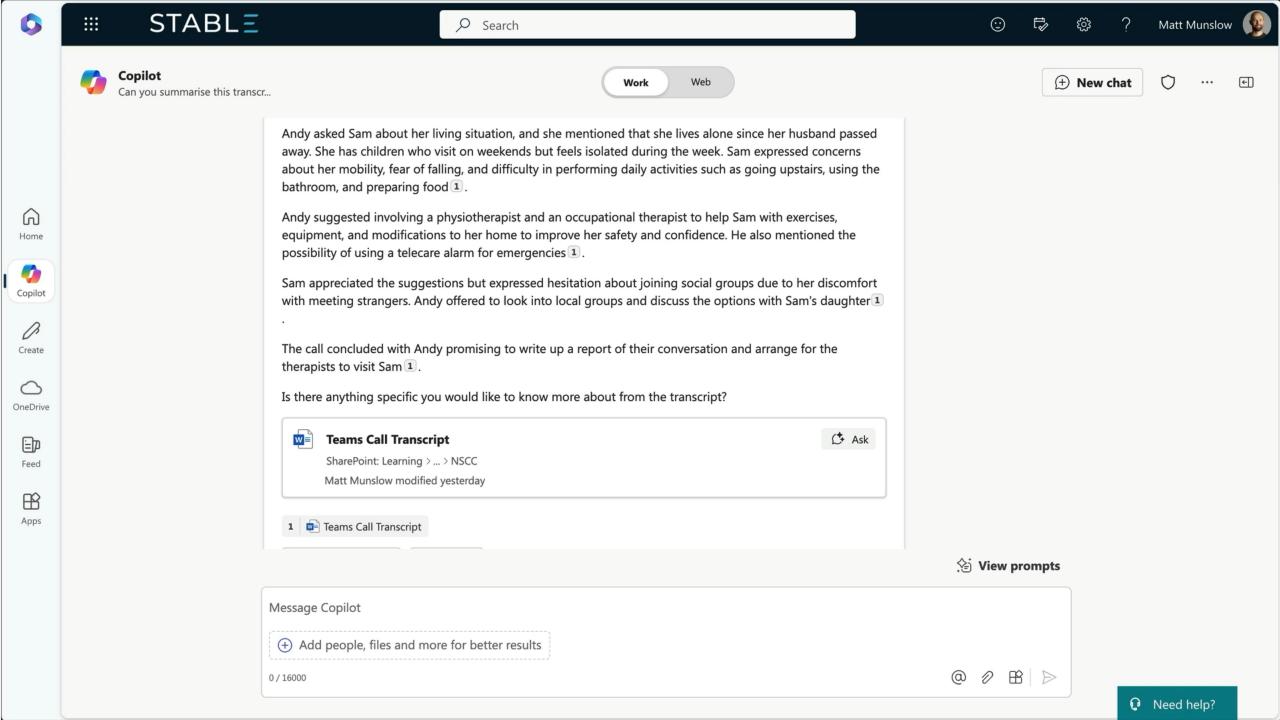


View prompts

Message Copilot

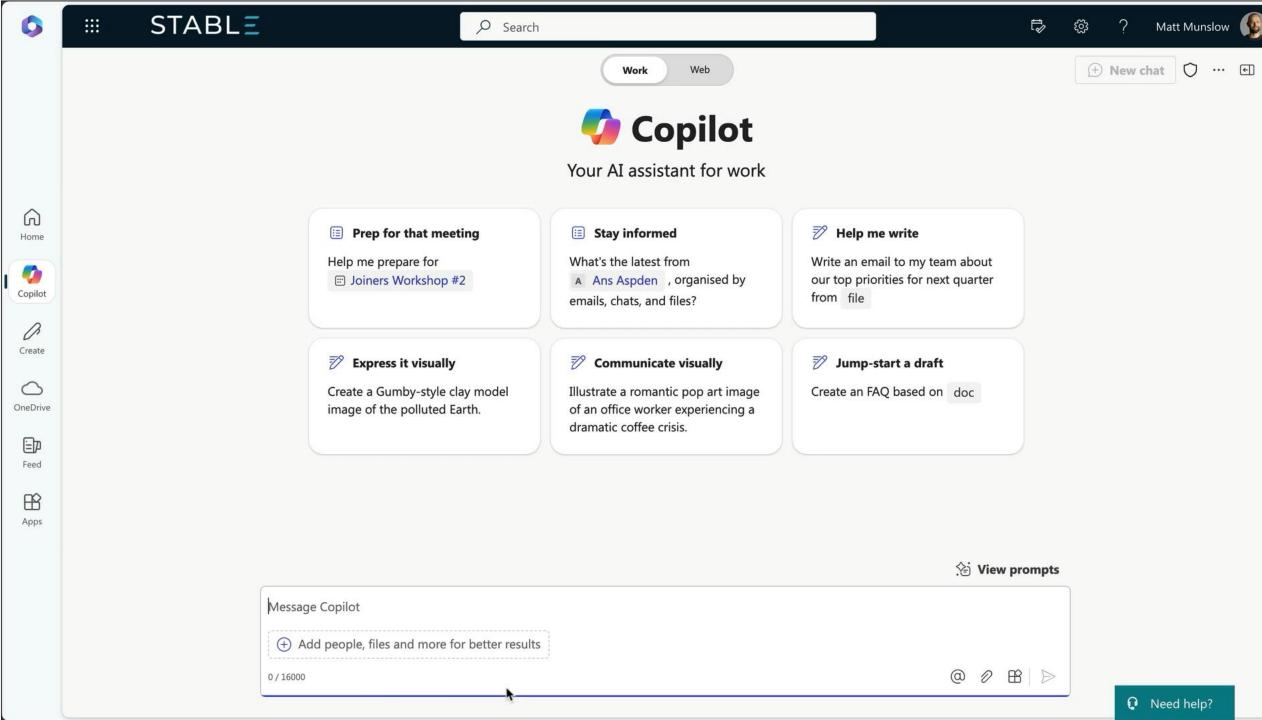
2. Sentiment

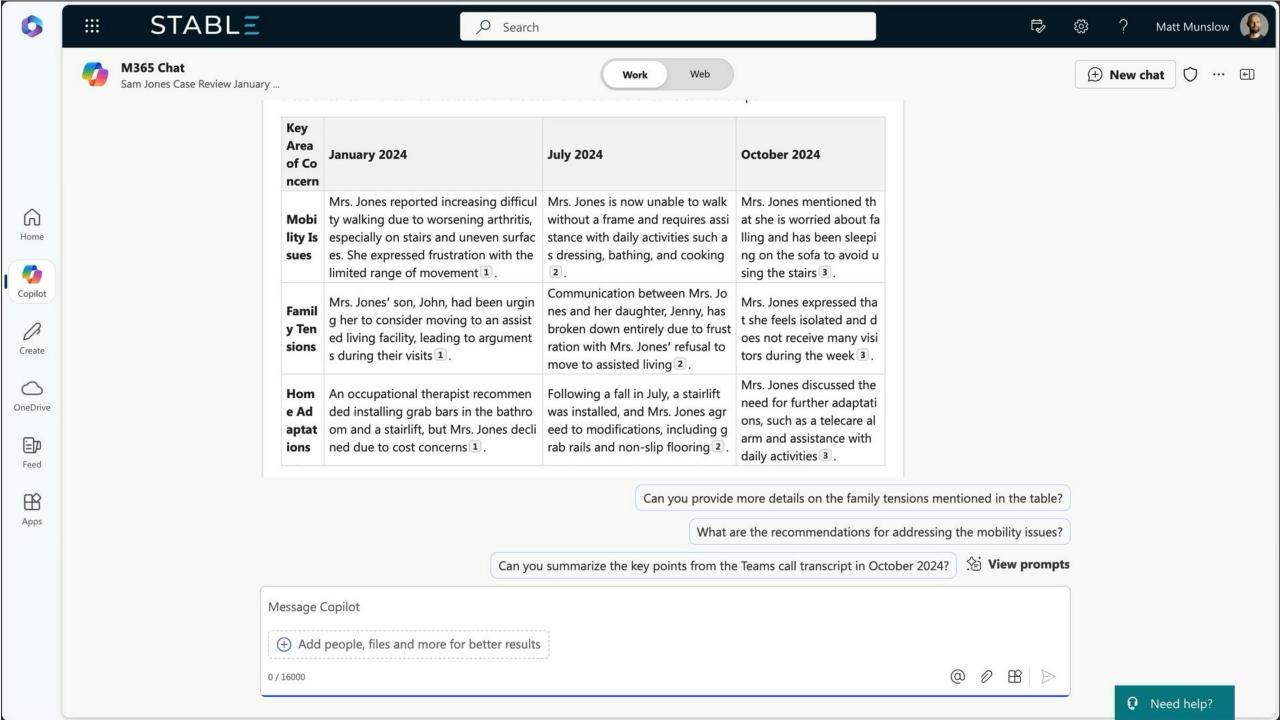




3. References







Area of Concern	January 2024	July 2024	October 2024
Fall Incidents	Mrs. Jones experienced a fall in December 2023 while reaching for a high cupboard, resulting in bruising to her hip[1].	Mrs. Jones fell again in July 2024 in her garden, resulting in a fractured wrist and a three-day hospitalization[2].	Mrs. Jones mentioned slipping on the stairs recently, which has made her anxious about using them[3].
Mobility Issues	Mrs. Jones reported increasing difficulty walking due to worsening arthritis, especially on stairs and uneven surfaces[1].	Mrs. Jones is now unable to walk without a frame and requires assistance with daily activities [2].	Mrs. Jones expressed concerns about her mobility, particularly her ability to move around the house and garden[3].
Family Tensions	Mrs. Jones' son, John, urged her to move to an assisted living facility, leading to arguments [1].	Communication between Mrs. Jones and her daughter, Jenny, has broken down due to frustration over her refusal to move to assisted living[2].	Mrs. Jones mentioned that her daughter helps her occasionally but is usually in a rush and finds it awkward[3].

[1]: Sam Jones Case Review January 2024.docx [3]: Teams Call Transcript October 2024.docx [2]: Sam Jones Case Review July 2024.docx

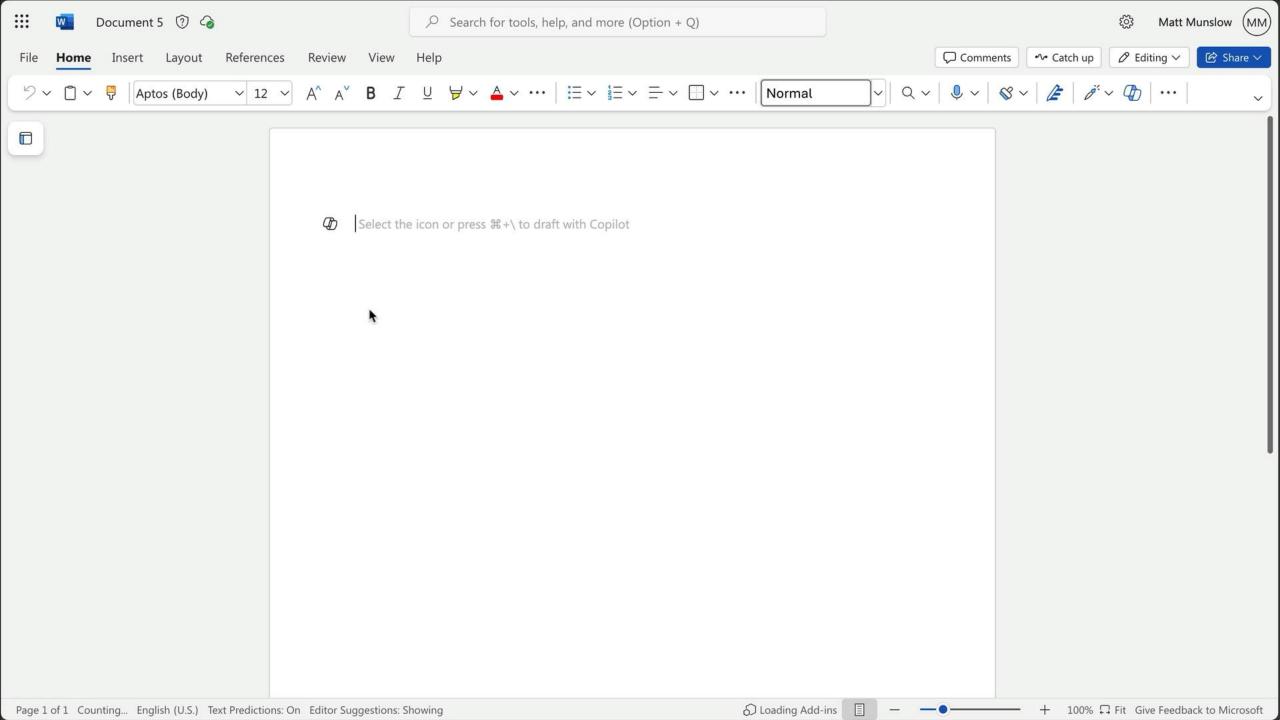
References



^[1] Sam Jones Case Review January 2024[2] Sam Jones Case Review July 2024[3] Teams Call Transcript October 2024

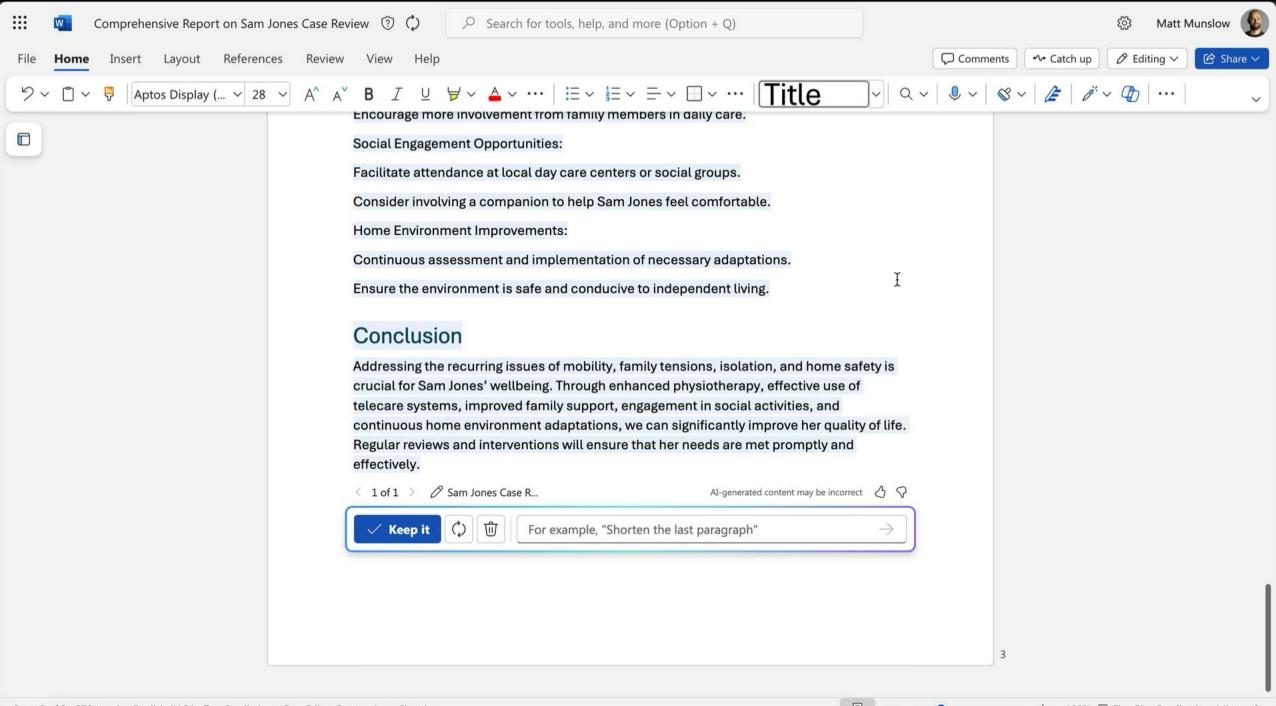
4. Assessments





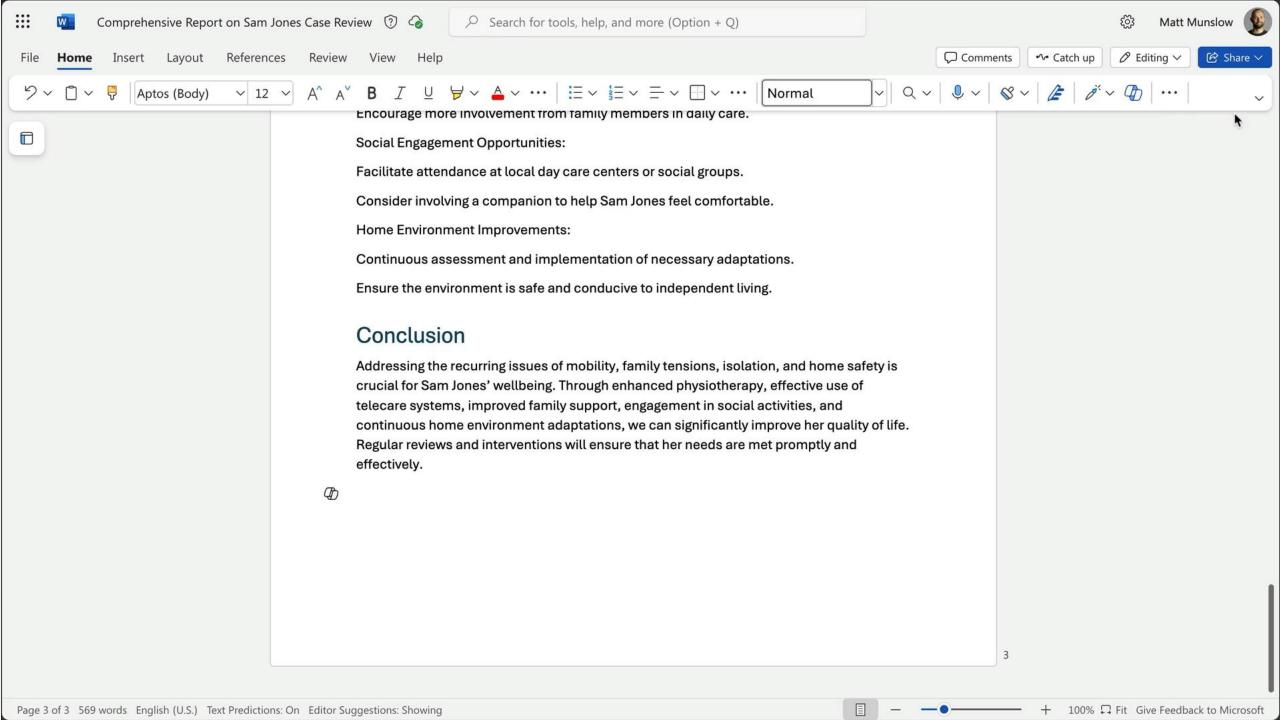
5. Redacting





6. Translating







Questions & Answers



Contact Details

<u>nicki.harrison@adss.cymru</u> or <u>workforce@adss.cymru</u>



Thank you for listening and for contributing today